

CURRICULUM VITAE

PERSONAL DETAILS

NAME: CYNTHIA ONGWENYI

NATIONALITY: KENYAN

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PERSONAL PROFILE

I am a talented, ambitious, highly motivated and adaptable individual with excellent skills and the ability to apply these skills in a business environment. I have excellent communication skills, a methodical priorities- focused approach to work and a strong drive to see things through to completion. I am seeking to obtain an opportunity in your esteemed organization where I can join a dedicated team and develop my skills further.

EDUCATION BACKGROUND

YEAR	INSTITUTION	AWARD
Sep 2019 - Aug 2023	MOUNT KENYA UNIVERSITY	Bachelor of Business Information Technology
	<ul style="list-style-type: none">• Second Class Honors : Upper division	
Feb 2015 - Nov 2018	CHOGORIA GIRLS' HIGH SCHOOL	Kenya Certificate of Secondary Education

PROFESSIONAL

Sep 2023 – Dec 2024 CERTIFIED PUBLIC ACCOUNTANTS- Intermediate level (Section 3)

WORK EXPERIENCE

July 2024 – September 2024

- ICT Department, Postbank Kenya
- Duties and Responsibilities;

- System administration and ICT User support
- Operation of ICT help desk
- Network and Point of Sale Management
- System Development and Security Management

- Human Resources

Duties;

- Handling of staff recruitment and processing acting appointments
- Customer service and dealing with staff welfare issues

October 2022 – December 2022

- Attachment – ICT and E-Government department, Nairobi City County

Duties and Responsibilities;

- Offer Customer support on ICT related issues
- Handle ticket inquiries from customers
- Install new software or hardware and perform updates
- Recovery and backup of employees' data
- Network configuration and troubleshooting
- Maintenance of IT infrastructure

SKILLS PROFILE

Key Professional Skills and Competencies:

- Well versed in Word, Excel, Access, Power-point and Microsoft Office.
- Excellent customer service communication skills, organizational and report-writing skills.
- Skilled team player with strong ethics and impeccable integrity.
- Expertise in analysis of financial data and preparation of financial statements.
- Knowledge in risk management and processing of data in a discreet manner.
- Strong analytical and problem solving skills.
- Knowledge in Installation of software and end user devices.

QUALIFICATIONS AND CERTIFICATIONS

- AWS Certified Cloud Practitioner, Jan 2025
- Introduction to Programming(CLI) , Dec 2023
- Computer Applications, June 2019

HOBBIES

I find interest in doing research and team building activities.

REFERENCES

Available upon request.